



UNDERSTANDING LLAIS' ROLE IN HEALTH AND SOCIAL CARE CHANGES

What is Llais?

We're an independent statutory body, set up by the Welsh Government to give the people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally and nationally.

Our work covers many areas – we gather feedback about your experiences, promote improvements in service quality and support people in raising concerns. One important aspect of our work is making sure your views are heard when changes to services are being considered.

How we help when services change

When the NHS or your local council plans to make changes to health or social care services, Llais is here to represent your interests.

We're flexible and responsive

Llais chooses how and when to get involved with service changes based on what matters most to you. This means we can focus our efforts where they'll make the biggest difference to your care.

We cover both health AND social care

Llais represents your interests in both NHS services AND social care services. This means we can take a joined-up view of how all these services work together for you.

We focus on what makes a difference

We measure our success by how effectively we reflect your views and concerns to service providers and the real improvements this brings to care.



When and how we get involved in service changes

As service change is just one part of our work, we carefully consider how involved to be in each proposed change. We need to balance our service change work with our other activities to make the biggest difference for people across Wales.

We decide how involved to be based on:

- How many people will be affected
- How big the impact might be
- Whether people in vulnerable situations will be particularly affected
- How concerned the public is about the change
- Whether there are any safety or quality concerns
- Whether several changes are happening in one area at the same time.

Our involvement might include:

- Attending planning meetings
- Reviewing information provided by the NHS or council
- Discussing changes during our regular meetings with the NHS or local council
- Asking focused questions about how the changes will affect specific groups
- Monitoring feedback we receive through our usual channels
- Providing feedback to NHS and council decision-makers about the proposals.

Your local NHS must tell us about changes

NHS organisations must tell Llais about planned service changes automatically. They must also take our feedback into account when making decisions.

We need to ask councils about their changes

For social care, we need to be more proactive. We have to ask local councils to tell us about their planned changes, but they must provide this information when we ask for it.

How you can help us

- Tell us about your experiences with health and social care services
- Share your thoughts, including any concerns about planned or recent changes
- Help us understand what matters most to you and your community.



Get in touch

If you want to know more about Llais or want to talk to us about health and social care services in your area, please contact us at:

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**Remember, Llais is your voice in health
and social care. We're here to help
make sure services work for you.**